Idaho Real Estate Commission



Strategic Plan 2006

IDAHO REAL ESTATE COMMISSION STRATEGIC PLAN

MISSION STATEMENT

The mission of the Idaho Real Estate Commission is to regulate state licensing and education of real estate brokers and sales associates and to safeguard and protect the public interest by the fair and impartial administration of the Idaho Real Estate License Law and Rules and the Idaho Subdivided Lands Disposition Act. The Commission strives to elevate the real estate industry to the highest standards possible through communication, education and the latest technology. The Commission will achieve this goal by operating with accountability, efficiency, and responsibility.

VISION

Our vision is to educate, license, and discipline real estate licensees to the highest standards, while providing competent, courteous, and creative service to our licensees and the public. We accomplish this vision by licensing only those who meet the statutory requirements set out in the Idaho Real Estate License Law & Rules; by disciplining those who violate those laws; by responding to public comments, concerns and complaints; and by educating our licensees to the highest standards of practice.

GOALS AND OBJECTIVES

GOAL 1: ESTABLISH AND MAINTAIN MINIMUM COMPETENCIES NEEDED TO OBTAIN AND MAINTAIN A REAL ESTATE LICENSE IN IDAHO

Objective 1: To Consistently Review the *Idaho Real Estate License Law and Rules* for Reasonableness and Fairness

<u>Strategy 1:</u> Analyze national trends by attending ARELLO conferences to assure the *Idaho Real Estate License Law and Rules* are consistent with other states

<u>Strategy 2:</u> Work with REALTORS® organization and the public to assure that Idaho's laws and rules are protecting the public interest

<u>Strategy 3:</u> Work with legislators to assure the passage of law changes deemed necessary

<u>Strategy 4:</u> Publish and distribute to each licensee the *Idaho Real Estate License Laws* and *Rules*

GOAL 2: ASSURE COMPLIANCE WITH REAL ESTATE STANDARDS AND LAWS

Objective 1: To Provide a High Quality, Pre-license Examination Designed to Measure Minimum Competencies

<u>Strategy 1:</u> Review minimum competency levels through job tasks surveys and other methods

<u>Strategy 2:</u> Cooperate and participate in item writing workshops to provide candidates with a relevant pre-license exam to test competency

Objective 2: To Provide a High Quality Education Program

<u>Strategy 1:</u> Periodically review current issues, trends and the *Idaho Real Estate License Law and Rules* to determine if current courses and corresponding exams are relevant

<u>Strategy 2:</u> Maintain a "Certification Policy" to outline requirements for certification of courses, instructors, and providers

Strategy 3: Certify and monitor courses, instructors and providers

<u>Strategy 4:</u> Conduct an education curriculum evaluation of all sales and broker prelicense courses and assess the need for a sales post-license course.

<u>Strategy 5:</u> Conduct 100% Continuing Education (CE) Audits for all license renewals to assure compliance with CE requirements

Strategy 6: Conduct annual Instructor Development Seminar for educators

<u>Strategy 7:</u> Develop, video tape, and distribute annual Commission CORE class to provide licensees with current issues affecting the real estate business

<u>Strategy 8:</u> Distribute informative newsletter to all instructors to keep them informed on education issues and/or changes

Objective 3: To Review Regulated Business Activities and Practices

Strategy 1: Conduct office audits and inspections as warranted

Strategy 2: Monitor citation program

<u>Strategy 3:</u> Conduct or cause to be conducted Business Conduct and Office Operations courses

Objective 4: Process Complaints Against Licensees in a Thorough, Fair & Timely Manner to maintain public confidence in our system

Strategy 1: Initiate investigation on verified complaints immediately

Strategy 2: Complete investigations and reports within six months

Objective 5: Assure That License Applicants, Licensees and Consumers Receive Their Due Process Rights under the Regulatory and Disciplinary Powers of the Statutes to maintain licensee confidence in our system

<u>Strategy 1:</u> Establish and maintain a fair hearing process and administer the disciplinary powers of the *Idaho Real Estate License Law and Rules* within the procedures set forth in the Administrative Procedures Act.

<u>Strategy 2:</u> Maintain and monitor public records policy, available on the IREC website.

GOAL 3: EFFECTIVELY ADMINISTER, MONITOR AND IMPROVE LICENSING PROCESS

Objective 1: To Provide an Effective Screening Process of New License Applications

<u>Strategy 1:</u> Process background checks (fingerprints) through Idaho State Police and the FBI.

<u>Strategy 2</u>: Utilize ARELLO screening services for previous disciplinary actions

Objective 2: Verify Compliance with Licensing Standards

<u>Strategy 1:</u> Utilize *Idaho Real Estate License Law and Rules* and Commission policies to design and provide current application, renewal and change forms to solicit the appropriate information to verify compliance, available in hard copy and on website.

<u>Strategy 2:</u> Process completed applications, renewals and changes efficiently.

<u>Strategy 3:</u> Utilize Commission website to allow licensees to conduct business on-line with the Commission through on-line licensing and other services.

Objective 3: Improve Records Management Process

<u>Strategy 1:</u> Manage records primarily by electronic means in an attempt to reduce hard copies, moving towards a nearly paperless operation

GOAL 4: OPERATE THE COMMISSION WITH ACCOUNTABILITY, EFFICIENCY AND RESPONSIBILITY

Objective 1: Hire, Train, Retain & Manage Staff to Effectively Conduct Business in Compliance with DHR Rules and Regulations

Strategy 1: Conduct staff meetings as needed

<u>Strategy 2:</u> Maintain commitment for additional training to enable staff to more adequately and efficiently fulfill their job responsibilities

<u>Strategy 3:</u> Monitor and update the *Employee Handbook*, the Open Records laws, the Americans with Disabilities Act, Federal Family Medical Leave Act, and other applicable laws to insure compliance

Objective 2: Assure Sufficient Funding to Support Commission Operations

Strategy 1: Seek adequate spending authority from the legislature

Strategy 2: Continuously monitor expenditures

Strategy 3: Continue to maintain a six-month reserve account

GOAL 5: ACT AS A PUBLIC RESOURCE FOR REAL ESTATE PRACTICE ISSUES

Objective 1: Disseminate Information Addressing Subjects of Special Interest and Concerns to Licensees and Consumers

Strategy 1: Distribute educational newsletter to all licensees semiannually.

<u>Strategy 2:</u> Continue to maintain items of consumer interest, available in hard copy at the Commission and on the web site such as *The Investigate and Hearing Process, Consumer Information on Buying and Selling Real Estate*, and a searchable licensee base.